AREAS OF EXPERTISE

- ✓ Project Management
- ✓ IT Service Management
- ✓ Monitoring Performance
- ✓ Strategic Planning
- ✓ Customer Service
- ✓ Resource Vendor Management
- ✓ Business Analysis
- ✓ Managing Crisis Situations
- ✓ Risk Assessment
- ✓ Ability to Motivate People
- ✓ Health & Safety Legislation

PROFESSIONAL

- o Prince 2 Practitioner
- o ITIL V3 Expert Certified
- o COBIT 5 Foundation
- o NEBOSH Certified
- o IOSH Certified
- o First Aid At Work
- o CCNA Routing & Switching
- o MCSE, MCP, MCSA

ACADEMIC QUALIFICATIONS

- **MBA** -Masters in Business Administration
  XIBMS University
  INDIA   2015 - 2017

- **BCA** - Bachelor of Computer Applications
  Bangalore University
  INDIA   2010 - 2013

- **DBA-IT** Diploma of Business Administration- IT
  ZURICH Institute of Management & Technology

- **DPM** - Diploma of Project Management
  ZURICH Institute of Management & Technology

- **Advanced Diploma** in Fire Construction &Industrial Safety Engineering
  IASM-Institute for Advanced Safety Management

REFERENCES - **Available on Request.**

PERSONAL PROFILE

An ambitious, capable and enthusiastic IT supervisor who is able to take on the management and coordinating duties of any leadership role. Also A reliable, Highly motivated and resourceful supervisor with a successful track record of building and maintaining great teams or workers and of communicate effectively with all staff. Possessing an excellent management skills and having the ability to give timely and accurate advice,guidance,support anad training to team members & individual. Highly organized, energetic and flexible with leadership qualities which having a proven track record of meet KPI's and motivating staff to work together to achieve targets and improve efficiency. Currently looking forward to join a suitable organization that rewards hard work and offers good opportunities for career development.

WORK EXPERIENCE

Arabtec Construction - Abu Dhabi, UAE.
IT SUPERVISOR   **April 2014 - June 2019**

Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advise. Maintaining the IT HelpDesk Team, desktop applications, local area networks, IT security and telecommunications.

Duties:
- Supervising the day to day activities of our IT team.
- Organising work load, allocating tasks,tasking team on a daily basis.
- Managing team and individual performance.
- Responsible for hardware and software installation, maintenance and repair.
- Motivating the team to achieve high standards and KPI targets.
- Ensuring all administrative records are completed accurately.
- Dealing with and resolving problems and issues which arise.
- Identifying areas of the business where improvements can be made.
- Scheduling staffing levels, planning for holiday and weekend cover.
- Mentoring and training up junior and new staff.
- Monitoring & reporting on standards & performance targets.
- Reporting to the IT Director & Chief Executive.
- To evaluate, test, advise, train and support I.T. related projects.
- Procurement of IT hardware, software and maintenance products & services.

Webster Technologies - Hyderabad, India.
Network Administrator   **April 2013 - Oct 2013**
Responsible for maintaining the IT applications, local area networks, IT security and telecommunications.

KEY SKILLS AND COMPETENCIES

- Extensive knowledge of: Microsoft Windows Server 2008, 2012, Microsoft Windows 7, 10 and Office 365, wired and wireless networking skills, CCTV System ,desktop and server hardware and antivirus and remote support products.

PERSONAL SKILLS

- Natural leadership skills
- Communication Skills
- Decision Making
- Team Morale
- Delegating Tasks
- Time management

PERSONAL DETAILS

- ➢ *DOB: 08/10/1989*
- ➢ *Driving license: Yes*
- ➢ *Nationality: Jordanian*
- ➢ *Marital Status: Single*
- ➢ *Languages: Arabic, English*